



Managing Stress & Pressure



Overview

This one day course examines why some workplace experiences are more stressful than others, and will help participants to devise a strategy for dealing with them, as well as manage the sometimes conflicting needs of others. It offers highly practical advice and will help people to deal with and manage these situations.

Target Group

This course is designed for people who want to become more effective in dealing with stressful and changing situations at work, understand how to manage difficult people, and how to handle situations where there is a conflict of needs.

Objectives

By the end of the course delegates will be able to;

- ✗ Understand the causes of stress & pressure
- ✗ Identify potential stress indicators in self and others
- ✗ Look at their own behaviour in relation to stress & pressure management
- ✗ Recognise the benefits of effective time and self management
- ✗ Develop a range of tools to aid in managing self and planning work load
- ✗ Adapt to changes in the workplace in confident and calm manner.

Course Content

Below is an overview of the topics that are covered. (Please note that if this course is delivered on an in-house basis, the content can be tailored to meet your specific requirements and address any issues you may have.)

- ✗ The importance of pressure management
- ✗ The effects of pressure on you / your team / the organisation
- ✗ Benefits of effective pressure management
- ✗ Causes of stress & pressure
- ✗ Work related sources
- ✗ The inability to say 'No'
- ✗ Change in your workplace
- ✗ Team based issues
- ✗ Conflicting demands
- ✗ Stress and pressure management tactics
- ✗ Understanding roles / priorities
- ✗ Establishing priorities
- ✗ Self / time management
- ✗ Effective uses of resources
- ✗ Setting & achieving your own goals and objectives
- ✗ Dealing with crisis demands Principles of planning
- ✗ The importance of delegation

Outcomes

Each delegate will receive individual feedback and will be asked to complete a personal action plan to identify key changes to implement and skills to practice